



Thomas Lampe, ISICSB Chair

## Note from the ISICSB Chair

Interoperability in Iowa is finally becoming a reality with the Iowa Statewide Interoperability Communications System, ISICS. The Board has made tremendous progress since its formation. By using best practices for policy, protocols, and structure of the Board, it has become a competent, efficient governing body of the Statewide System. Since the system became operational, numerous interoperability success stories have occurred. With control stations in the PSAPs, a level of Interoperability becomes a reality for those PSAPs that have not yet switched to newer technology with radios and dispatch consoles. Regardless of your operational choice for radio communications, ISICS provides both Interoperability and Operability if you need it.

Many thanks to all the board members, committee members, and working groups that make the radio system reliable and useful for our public safety needs.

### ISICSB MISSION

*"The board shall develop, implement, and oversee policy, operations, and fiscal components of communications interoperability efforts at the state and local level, and coordinate with similar efforts at the federal level, with the ultimate objective of developing and overseeing the operation of a statewide integrated public safety communications interoperability system."*

### ISICSB VISION

*"All emergency response entities in and around Iowa can access interoperable communications systems."*

## IMPORTANT ANNOUNCEMENTS

**\* PRESS RELEASE \*** Montgomery County switches to New Public Safety Radio System:

### READ MORE

**Web Link:** <https://isicbsb.iowa.gov/recent-news/2020-05-14/montgomery-county-switches-new-public-safety-radio-system>

New training videos are available on the ISICSB website

### WATCH NOW

**Web Link:** <https://isicbsb.iowa.gov/education-training/training-videos>

Announcement for current and future FirstNet Users and those with questions regarding FirstNet

### READ MORE

**Web Link:** <https://isicbsb.iowa.gov/current-future-firstnet-users>

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## Coming Next Month

- Public Safety Spotlight—David Barnett, FirstNet/AT&T Representative
- Get to Know Our ISICSB Board Members
- Committee Meetings and Joining Information

## MAY HAPPENINGS

View calendar  
**HERE**

**Calendar Web Link:** <https://isicbsb.iowa.gov/events>



## ***Public Safety Spotlight***

Welcome to the first issue of our new and improved ISICSB Newsletter! Each month, we will spotlight a State of Iowa public safety professional. As the primary point of contact for the newsletter, I would like to introduce myself.

My name is Hollie Davidson, and I am an Administrative Assistant within the Communications Bureau of the Iowa Department of Public Safety. I am also the Administrative Assistant for the Iowa Statewide Interoperable Communications System Board (ISICSB) and Outreach Coordinator for FirstNet in Iowa. I am a single mother, and I currently live in Johnston, IA with my 14-year-old son Jackson.

My professional life has brought me to the State of Iowa with a Bachelor's Degree in Business Management/Human Resource Management, and a Master's Degree in Business Management/Organizational Development.

I began my work with the State of Iowa and the Iowa Department of Public Safety in October 2018. As a bit of a newcomer to the public safety arena, I have grown to develop a great respect for the public safety officials that I come into contact with everyday. Whether it be a police officer, sheriff, state patrol trooper, paramedic, EMS professional, communications dispatcher, or someone who works behind the scenes in administration, I have found a new appreciation for each and everyone of them. I am extremely proud to be part of such a dedicated and committed community of professionals.

We value your opinion and would love to hear your input on any topics you wish to be included in each monthly newsletter. If you would like to offer any suggestions to improve the newsletter and how it might be beneficial and worthwhile to you in the future, please contact Hollie Davidson at [hdauidso@dps.state.ia.us](mailto:hdauidso@dps.state.ia.us).

We look forward to a continued collaboration with all of you to improve public safety communications and interoperability across the State of Iowa. Thank you for your time and dedication in keeping all Iowans safe!

### **NEW ISICS USERS**

- Avera Health/Avera Careflight
- Baxter Fire Department
- Calhoun County EMA
- Delaware County Communications
- Des Moines Public Schools
- Iowa National Guard
- Safeguard Iowa Partnership
- West Branch Fire/Police Department
- Anamosa Fire Department
- Clarke County Emergency Management
- Iowa Department of Corrections—Mt. Pleasant
- Mitchell County EMA
- Waukon Police Department



*Chris Maiers, SWIC*

### ***Note from the Statewide Interoperability Coordinator (SWIC)***

I would like to extend my sincere thanks and gratitude to those that have been responding to COVID-19. The past few months of COVID-19 response have been trying, to say the least, and demonstrated not only the need for interoperability with our communications but also a need for good cybersecurity practices. As an on-going commitment to public safety, public service, schools, and our citizens, the ISICSB is committed to enhancing communications capabilities through technology, training, and governance, and relaying critical cybersecurity information given to us from the Cybersecurity and Infrastructure Security Agency (CISA).

The ISICSB is also working on some unique training opportunities to assist agencies with planning and responding in situations such as this. Please check our web site as these opportunities are announced.

Please reach out to the ISICSB and me if you have any communications needs or questions.

# ISICS User News



## ***Learn more about ISICS:***

The Iowa Statewide Interoperable Communications System (ISICS) is Iowa's statewide P25 standard digital communications network. It creates unprecedented connectivity for public safety agencies, first responders and schools, as well as providers of public services like power and utilities, public health, and emergency management. As a state-of-the-art wireless digital communications platform, ISICS puts heightened safety and effectiveness at the forefront, delivering seamless interoperability, secure, reliable communications and cutting-edge voice and data capabilities.

### **READ MORE**

Web Link: <https://isicsb.iowa.gov/learn-more-about-isics>

## ***ISICS Frequently Asked Questions (FAQ)***

The Iowa Statewide Communications System Board (ISICSB), the Iowa Department of Public Safety, Iowa Department of Transportation, Iowa Department of Natural Resources, and the State of Iowa are currently building out the Iowa Statewide Interoperable Communications System (ISICS).

### **READ MORE**

Web Link: <https://isicsb.iowa.gov/services/radio/isics-radio-frequently-asked-questions>

## ***Recent News***

On Monday, April 27<sup>th</sup>, State Radio Communications Center Managers Luke Erpelding and Robby Johannesen and Statewide Interoperability Coordinator Chris Maiers hosted two virtual ISICS and StatusBoard training sessions for Mills County. The trainings were successful, and more of these will be offered in the coming weeks to any

interested Public Safety Communications Center (PSCC) or agency. If you would like this training for your PSCC or agency, please contact:

Mr. Erpelding  
([erpelding@dps.state.ia.us](mailto:erpelding@dps.state.ia.us))

Mr. Johannesen  
([johannes@dps.state.ia.us](mailto:johannes@dps.state.ia.us))

Mr. Maiers  
([maiers@dps.state.ia.us](mailto:maiers@dps.state.ia.us)).

## ***To Join ISICS***

To start the process to JOIN ISICS click **HERE** or go to the following:  
Web Link: <https://isicsb.iotis.com/join>

To watch a JOIN ISICS YouTube tutorial click **HERE** or go to the following  
Web link: <https://www.youtube.com/watch?v=Hg31tQh4Qts&feature=youtu.be>

If you need assistance or have questions regarding the ISICS joining process, please contact SWIC Maiers at **[maiers@dps.state.ia.us](mailto:maiers@dps.state.ia.us)**.

## ***Did You Know???***

- ⇒ The world's oldest emergency phone number (999) was introduced in the United Kingdom on June 30, 1937.
- ⇒ The first emergency phone number in the United States debuted in December 1957.
- ⇒ The emergency number 9-1-1 was developed by AT&T as a public service to improve emergency communications.
- ⇒ The national 9-1-1 phone number cannot be hacked because technically, there is no national 9-1-1 network to hack into. All 9-1-1 networks are local networks.
- ⇒ The phone used to answer the first 9-1-1 call in the United States is held in a museum in Haleyville, Alabama.
- ⇒ The first ever arrest due to an emergency call happened on July 8, 1937, at 4:20 a.m. when the wife of John Stanley Beard dialed 999 to report a burglary outside her home.
- ⇒ Haleyville, Alabama (known as "The City where 9-1-1 began") holds a 9-1-1 festival every year that honors all police, fire, and emergency personnel.

# Board News

## Resources

### Documents

- ◆ April 2020 ISICSB Meeting Minutes
- ◆ Approved ISICS Standards  
Web Link: <https://isicb.iowa.gov/resources/policies/isics-standards>
- ◆ 2020—2023 Iowa Statewide Communications Plan (SCIP)  
Web Link: [https://isicb.iowa.gov/sites/default/files/documents/2019/12/2019-2020\\_iowa\\_scip\\_11.18.19\\_draft\\_1315.pdf](https://isicb.iowa.gov/sites/default/files/documents/2019/12/2019-2020_iowa_scip_11.18.19_draft_1315.pdf)

### Training Videos

- ◆ Consolette/Control Station Training  
Web Link: <https://www.youtube.com/watch?v=wsOiW0BCAQo&feature=youtu.be>
- ◆ ISICS Standard 1.5.0—Regional & Statewide Interoperability Talkgroups  
Web Link: <https://youtu.be/wpS3YSaIZMk>
- ◆ StatusBoard End User Training  
Web Link: [https://youtu.be/Ar\\_JiLca3EI](https://youtu.be/Ar_JiLca3EI)

### YouTube Videos

- ◆ Iowa Total Interoperability  
Web Link: <https://www.youtube.com/watch?v=SoAe5bo94mE&feature=youtu.be>
- ◆ ISICS Technology  
Web Link: <https://www.youtube.com/watch?v=6Kr1CF7xYwo&feature=youtu.be>
- ◆ ISICS System Live Demo  
Web Link: <https://www.youtube.com/watch?v=mMQflwXfQF8&feature=youtu.be>

## New ISICSB Members:

- ◆ **Blake DeRouchey**, HSEMD
- ◆ **Jason Schluttenhofer**, Wright County Sheriff's Office
- ◆ **Wendi Hess**, Woodbury Communications Center
- ◆ **Trace Kendig**, Iowa Department of Natural Resources

## Outgoing ISICSB Members:

Thank you to outgoing ISICSB members Carole Lund-Smith and Ellen Hagen for their years of service on the board. Ms. Lund-Smith represented the Iowa Law Enforcement Academy (ILEA), and her final ISICSB meeting was on March 12, 2020. Ms. Hagen represented Jewell, Iowa as a volunteer firefighter. Her final ISICSB meeting was also on March 12, 2020. Ms. Lund-Smith's and Ms. Hagen's commitment and dedication to the ISICSB will be greatly missed, and we wish them the best.

## IMPORTANT ISICSB MEETING ANNOUNCEMENT:

\*\*\* All current and future ISICSB meetings and committee meetings will be held virtually and/or by conference line only until further notice. All meeting details can be located on the ISICSB website \*\*\*

### VIEW CALENDAR

Calendar Web Link: <https://isicb.iowa.gov/events>

**Next ISICSB Meeting: May 14, 2020 @10:30 am**

*\*ISICSB Meetings are held on the 2nd Thursday of every month*

## Contacts

### Thomas Lampe

ISICSB Chair, Bureau Chief  
ISICSB/Iowa Department of Public Safety  
[lampe@dps.state.ia.us](mailto:lampe@dps.state.ia.us)

### David Ness

ISICSB Vice-Chair, Captain  
Des Moines Police Department  
[DMNess@dmgov.org](mailto:DMNess@dmgov.org)

### Chris Maiers

Statewide Interoperability Coordinator (SWIC)  
ISICSB/Iowa Department of Public Safety  
[maiers@dps.state.ia.us](mailto:maiers@dps.state.ia.us)

### Hollie Davidson

Administrative Assistant  
ISICSB/Iowa Department of Public Safety  
[hdauidso@dps.state.ia.us](mailto:hdauidso@dps.state.ia.us)

*"Government's first duty and highest obligation is public safety."  
Arnold Schwarzenegger*



[isicb.iowa.gov](https://isicb.iowa.gov)



## ***New FirstNet Tower Site***

(All sites include 4G LTE & HD Voice)

- ♦ SE of Decorah near **Harpers Ferry, IA**
- ♦ NE of Decorah in **New Albin, IA**
- ♦ Kossuth County near **Fenton, IA**
- ♦ South of Iowa City in **Winfield, IA**

## ***FirstNet Iowa Contacts***

### **David Barnett**

Principal Consultant FirstNet IA

m: 931.218.8734

db145a@att.com

### **Danny Noble**

FirstNet Territory Manager—Northern Plains

Public Safety Solutions

AT&T Mobility Services LLC

m: 260.242.3429

dn512r@att.com

### **Kyle Richardson**

Senior Public Safety Advisor—Region VII (IA, NE, MO, KS, OH)

m: 202.510.8122

Kyle.Richardson@firstnet.gov

## ***Knoxville Fire and Rescue Upgrading Communications to Stay Connected***

Posted By: Nathan Sage  
March 4, 2020 @ 4:51 am

Knoxville Fire and Rescue has announced the acquisition of FirstNet phones and digital service for the department. FirstNet is a nationwide public safety broadband network, designed to support hospitals and other emergency care teams. Their mission is to deploy, operate, maintain, and improve the first high-speed, nationwide wireless broadband network dedicated to public safety. Chief Cal



Wyman tells KNIA/KRLS News the department made the switch to make sure the important communication needed by the department in times of need is always available. He says the service the department was using had gaps and additional problems at times when it is needed the most such as during Nationals. He says everything his department does is web based or data based and it really handcuffs his crews if the service is not available. Wyman says the FirstNet service is for government entities only and on a different wavelength so only government agencies are on it, allowing his department to always have signal in times where large amounts of people can slow and reduce reception. Wyman says a key for every department is to be able to communicate effectively, and without the proper communication his department can't function the way they need to. To hear the complete interview with Chief Cal Wyman, tune in to today's Let's Talk Knoxville.

## ***FirstNet Resources***

- ♦ [April 2020 FirstNet Newsletter- FirstNet App Catalog](#)  
Web Link: <https://isicsb.iowa.gov/recent-news/2020-04-24/april-2020-firstnet-newsletter>
- ♦ [FirstNet App Catalog](#)  
Web Link: [https://www.firstnet.com/content/dam/firstnet/white-papers/2019\\_11\\_26\\_v1\\_FN\\_App\\_Catalog\\_Booklet\\_Full.pdf](https://www.firstnet.com/content/dam/firstnet/white-papers/2019_11_26_v1_FN_App_Catalog_Booklet_Full.pdf)
- ♦ [FirstNet Checklist](#)  
<https://www.firstnet.com/content/dam/firstnet/marketing/pdf/Public-Safety-Communications-Checklist.pdf>? Link ID=checklist
- ♦ [FirstNet Nationwide Coverage](#)  
Web Link: <https://www.firstnet.com/coverage.html>
- ♦ [FirstNet & Your Local Radio](#)  
Web Link: [https://www.youtube.com/watch?v=J2i3\\_HsVce4&feature=youtu.be](https://www.youtube.com/watch?v=J2i3_HsVce4&feature=youtu.be)
- ♦ [FirstNet Frequently Asked Questions \(FAQ\)](#)  
Web Link: [https://isicsb.iowa.gov/sites/default/files/documents/2019/06/firstnet\\_faqs.pdf](https://isicsb.iowa.gov/sites/default/files/documents/2019/06/firstnet_faqs.pdf)